

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
QUALITY ASSURANCE LIAISON’S MEETING MINUTES
MONDAY, JULY 9, 2018**

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| Attendees | Agnieszka Medina Angelica Fuentes Ania Ahmadi Barbara Paradise Bertrand Levesque Bethlehem Assefa Bradley Bryant Caesar Moreno Cesar Franco Christina Kubiojiri Cindy Ferguson Courtney Stephens Crystal Cianfrini-Perry Cynthia Hurtado Dara Vines David Crain David Tavlin Elisabeth Gildemontes | Emilia Ramos Evelyn Lemus Gassia Ekizian Greg Tchakmakjian Gina Haase Jasminder Chahal Jennifer Hallman Jessica Walters Joshua Lozada Juanita Olivas Kim Kieu Kimber Salvaggio Kisha Thompson Lisa Harvey Marc Borkheim Margaret Faye Miriam Moini Marisol Penalzoza | Michele Munde Michelle Rittel Michelle Young Nikki Collier Norma Cano Patricia Lopez Randolph Faveau Robin Washington Rhiannon DeCarlo Sauntrie Abellera Socorro Gertmenian Sonya Wangpuchakane Susan Lam Wanta Yu Wendy Rivas Yen-Jui Lin |
| Agenda Item | Discussion and Findings | Decisions, Action, Recommendations | Presenter |
| Call to Order | Meeting was called to order at 10:35 a.m. | | Bradley Bryant |
| Introductions | Attendees introduced themselves | | Bradley Bryant |
| Minutes | <ul style="list-style-type: none"> • Minutes for May were approved by Michelle Munde and second by Barbara Paradise. • Minutes for June were approved by Socorro Gertmenian and second by Margaret Faye. | | Bradley Bryant |
| Announcements | <ul style="list-style-type: none"> • Please do not forward the QA mtg invite. Contact Jen, Brad or Juanita with the name of the designee if you are unable to attend the meeting. • Ms. Keris Jan Myrick, M.B.A., M.S. has been appointed as the new Discipline Chief for PEER Services. • Directly operated staff should be designated as the SA “chair”; LE staff should be designated as the “co-chair” | | Bradley Bryant |
| Audits/Reviews | MR Grant: <ul style="list-style-type: none"> • July – The Guidance Center (Long Beach) • August – Los Angeles Child Guidance Center • August – Para Los Ninos | | Bradley Bryant |
| Medi-Cal Cert Section | Certification Updates <ul style="list-style-type: none"> • None | | Norma Cano |
| State DHCS Updates | <ul style="list-style-type: none"> • None | | Bradley Bryant |
| Training & Operations | <p>Schedule of Trainings and Presentations – please see handout</p> <ul style="list-style-type: none"> • Includes everything scheduled so far through November 2018. Any questions or issues regarding registration for non-IBHIS related documentation trainings can be directed to Nikki Collier. Contact Joshua Lozada for any registration issues related IBHIS documentation trainings <p>QA Lead Reports</p> <ul style="list-style-type: none"> • Robin Washington, QA Division – QA Lead for SA 3, SA 7, and TAY <ul style="list-style-type: none"> ○ Shared documentation and claiming issues that have come up in recent LE Chart Reviews | Discussion around co-occurring disorders and what is allowable for Medi-Cal billing. QA will issue a QA Bulletin for further information | Nikki Collier |

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| | <p>conducted by the QA Division including issues with signatures, med consents, and documenting all elements required for assessments, treatment plans, progress notes and medical necessity.</p> <ul style="list-style-type: none"> • Bertrand Levesque – QA Division - QA lead for SA 4, SA 6, and County-wide Children’s. <ul style="list-style-type: none"> ◦ Shared feedback from contract providers regarding their experience of being reviewed by the QA Division. Some providers have never been reviewed/audited before and this is their first time having someone/DMH come out to their agencies, look at their documentation and ask lots of questions. However, the QA Division has made a special effort to reassure providers that the purpose and goal of these reviews is to work closely with them and support them in taking their documentation to a higher level and ensure they are meeting federal, State and County requirements. | | |
| <p>Policy & Technical Development</p> | <p>Network Adequacy:</p> <ul style="list-style-type: none"> • DMH is potentially lacking child psychiatrists, this may be an artifact of providers not updating the Network Adequacy application (NACT). • QA (Howard and Jen) has been looking at the data submitted. • Please make sure the NACT is updated timely. <p>FINAL QA Bulletin 18-08: Timely Access to Care:</p> <ul style="list-style-type: none"> • The new standards went into effect on July 1. • The most significant change is around routine appointments: Moved to ten business days (from 15). Also modified psychiatry appointments to 15 business days. • This is not only for initial request for services but for any point throughout the clients’ course of treatment. • CIOB has issued a release candidate for collecting SRL data from contractors <p>FINAL QA Bulletin 18-09: MAA Manual (DOs only):</p> <ul style="list-style-type: none"> • Revised to mirror Medi-Cal requirements as much as possible and reformatted to be better aligned with the Organizational Providers Manual. • Also updated to reflect the recent changes by the Department of Health Care Services to the reimbursable service activities and their associated codes. • All MAA services provided on or after July 1, 2018 must adhere to the new MAA Manual provisions. <p>Guide to Procedure Codes Updated</p> <ul style="list-style-type: none"> • The guide has been revised to include the MAA codes. • Also updated language related to psychologists (this impact waiver and student language) <p>Policy Updates (see handout)</p> <ul style="list-style-type: none"> • The changes or revisions to these have not yet been signed but the drafts have been submitted for review. | | <p>Jennifer Hallman</p> |

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| | <ul style="list-style-type: none"> ○ 302.07 – Access to Care (Revised) ○ 302.xx – Recording Initial Requests for Services (New) ○ 312.02 – Opening and Closing of Service Episodes (Revised) ○ 202.31 – Care Coordination (Revised) ○ 401.01 – Clinical Records: Maintenance (Revised) ○ 401.02 – Clinical Records: Contents & Documentation Entry (Revised) <p>Update re: Co-Practitioners (DOs)</p> <ul style="list-style-type: none"> • A bulletin will be sent on how to handle because IBHIS is not updated. • Will stop claiming for the co-practitioners. • Documentation should remain the same <p>Updates to Triage* and Assessment forms</p> <ul style="list-style-type: none"> • The Triage form is being updated to focus on the purpose of the form. • Assessment forms are being looked at to simplify | | |
| HIM (DO Only) | <ul style="list-style-type: none"> • None | | Bradley Bryant |
| Upcoming Items | <ul style="list-style-type: none"> • <i>Updating Org Manual; ICC/IHBS/TFC</i> • <i>CFT Tracking Modifier</i> | | |
| Next Meeting | The meeting was adjourned at 12:05 p.m. Next Meeting: August 13, 2018 – 550 S. Vermont Ave. 10 th Floor 10:30 – 12:00 noon | | |